

COMPLAINT DISPOSITION SUMMARY July 15, 2010

	<u>YTD July 2010</u>	<u>YTD July 2009</u>	<u>2009</u>	<u>2008</u>	<u>2007</u>	<u>2006</u>	<u>2005</u>
Complaints Received	60	115	129	128	99	82	192
Complaint Dispositions	<u>59</u>	<u>24</u>	<u>123</u>	<u>118</u>	<u>138</u>	<u>97</u>	<u>97</u>
Disposition Breakdown							
No Action/Dismissed	28	14	30	42	37	57	57
Letter of Counsel*	18	13	21	24	12	14	14
Letter of Warning*	4	3	4	6	23	22	22
Private Reprimand*	5	8	23	17	3	23	23
Public Actions*:							
Reprimand	2	7	7	18	1	4	4
Suspension	0	5	39	1	1	5	5
Revocation	2	5	27	32	3	6	6
License Downgrade	0	0	0	0	0	0	0
Remedial Education**	5	13	62	29	8	25	25
Administrative Fine**	8	14	63	31	8	34	34
Follow-Up Actions							
Non-Compliance Suspensions	2	0	0	0	13	13	8

* Disciplinary Actions May Involve Multiple Complaints in One Settlement Order

** Included in Private Reprimands and Public Disciplinary Actions